



Mobilizing the Government Workforce

Productive workers. Safe Communities.



Challenges facing communities in the 21st century

Enabling the mobile workforce with access to the right information to make better decisions for better outcomes is the challenge facing government agencies. From the inspectors who need to access building plans, to the school districts that need to track inventory, to the citizens who need to feel safe in the community, government organizations are looking for solutions that can help:

- Improve workforce effectiveness & productivity
- Provide services to citizens more efficiently
- Enhance community safety
- Maximize cost controls & return on investments
- Optimize critical network security
- Manage enterprise resiliency and continuity
- Focus on the environment & green IT initiatives

***Mobilizing the government workforce
is critical to efficient government***



“Connectivity during both chaos and calm is critical to the future of collaborative service delivery between the mobile government workforce and the highly dispersed citizen population.”

Thom Rubel, Program Director, IDC – Government Insights



Empowering the individual. Transforming the enterprise.

Overseeing a government IT organization is a complex task. Leveraging the latest in wireless technology can transform the way you manage your enterprise from efficiently responding to requests, to managing response times, to protecting people and resources.

Voice & data communications

Whether it is mission critical operations such as public safety or operation critical services such as public works, government agencies need communications they can rely on. Motorola has over 80 years experience designing, deploying and managing wireless communication solutions.

Mission critical P25 voice and data – designed to handle the needs of public safety during times of emergency and peak demand to help protect lives and property.

Business critical voice and data – coordinate communication and response to improve productivity and efficiency using voice communications plus data applications.

Enterprise data capture – access and share critical enterprise data using rugged hand-held devices to maximize the effectiveness of mobile workers.



Interoperable communications in an emergency

“No single entity can address a major catastrophe by itself. We all have to rely on each other for resources and expertise. The key ingredient in that reliance is the ability to communicate with each other.”

Steven Jennings, Chief Information Officer of Harris County and Executive Director Information Technology Center, Texas

Workforce mobility

Government agencies are looking for ways to maximize the time employees spend in the field responding to the needs of citizens and optimize programs to minimize or eliminate the printing and filling out of paperwork. Equipping your workforce with extended wireless mobility solutions reduces wasted time by minimizing human errors and improving workflow efficiency allowing you to manage a more effective government enterprise.

Enhance field productivity – manage work orders, dynamically re-route resources, administer site visits & code enforcement, record & track violations on site.

Respond to requests – improve community relations through the increased accuracy & speed of citizen service requests fulfillment.

Service field requests – share work tickets quickly with community crews such as road repairs, graffiti removal, park clean up so response can be timely.



Quickly issue traffic citations

By using a wireless electronic ticketing solution an officer can issue a traffic citation in just 2-3 minutes with fewer errors. Improve accuracy and completeness by eliminating up to 200 key strokes per citation improving the efficiency of data capture and enhancing revenue collection. A system deployed in January could pay for itself by December.



Video & site security

A new wave of advanced video technology and functionality is transforming video security systems. These systems are force multipliers providing more pre-emptive, more proactive and more intelligent solutions. Motorola's end-to-end wireless video security solutions can augment your organization providing a force multiplier effect with the ability to:

Capture & transport information – integrated camera systems over an optimized wireless IP transport can be less costly and more flexible than wired solutions.

Manage & correlate information – automate intelligence, analytics, correlated data, store & search.

Deploy & act upon information – real-time video sharing in a timely manner to support the operations of central command centers, remote command vehicles and handhelds.



Monitor critical areas with video

"With the video surveillance cameras, we are able to increase security and improve response time without expanding our staff. This gives us more eyes on the street and acts as a force multiplier."

Lt. Paul Ebel, Green Bay Police Department, Wisconsin

Asset management & accountability

Wireless data capture paired with streamlined logistics processes allows government agencies to effectively manage and track capital assets and individual resources.

Capital asset management – improve tracking, inspections, record keeping & maintenance processes to manage the lifecycle of major capital assets supporting necessary accounting regulations.

Identity management – enhance identification processes through wireless database access, fingerprint analysis and intelligence record keeping. This allows agencies to verify individual identity on scene, access secure areas, manage efficient evacuations and identify potential criminal elements.

Advanced data capture – use wireless tools such as RFID and bar code scanners to easily keep track of critical assets and individual resources from school textbook inventory processing to the tracking of evacuees during a disaster.



Track evacuees during an emergency

The Texas Special Needs Evacuation Tracking System (TX SNETS) provides registration and tracking methodologies to quickly and safely move people from evacuation centers onto buses and into shelters. "The scale of mass evacuation demands a new approach to command and control. Tracking the location of evacuees and monitoring bus locations through GPS was a natural activity we could expand on."

Dr. Gordon Wells, University of Texas at Austin

Easily share and connect information

In a challenging environment wireless solutions prove their value by helping government agencies access information, make critical decisions and improve responsiveness. By staying constantly connected, the mobile government workforce can better respond to the needs of a dispersed citizen population.

Network extensions

The ability to extend your network puts the power of information anywhere the mobile workforce is needed while delivering measurable bottom line benefits. Motorola provides multiple solutions to make this happen.

Bridging & backhaul – eliminate recurring leased line cost and deploy wireless backup networks to ensure business continuity.

On the street – access mobile office applications as well as public broadband connections with a mobile IP private data network.

Wide area broadband – shared services for state, local and public access in rural America provides consolidation of infrastructure.

Indoor/outdoor coverage – built on an integrated upgradeable platform, allowing you to securely and seamlessly extend wireless networks throughout the government enterprise.



Enhanced connectivity at a cost saving

Santa Barbara estimates it will save approximately \$6000 per year by using its own point-to-point wireless network. "We have removed our existing leased vendor supplied fiber optic cable and now solely rely on Motorola for all our data communications to the Santa Barbara airport fire station."

*Perry Blacken, Information Systems Supervisor,
Santa Barbara, California*

End-to-end wireless solutions

Because wireless communication is essential to the safety and security of your users and your community, it must be secure and reliable beyond question. And since you are accountable for every penny spent to build, operate and maintain your network, it must also be demonstrably cost-effective. With over 950 service locations plus a centrally located NOC (Network Operating Center) and SOC (Secure Operating Center) available 24x7, Motorola can deliver complete end-to-end wireless solutions using trained and qualified service and support personnel.

Plan & design – collaborative approach to understanding your needs and designing the right wireless solution.

Deploy & integrate networks – proven capabilities and a disciplined approach to implement and test innovative multi-vendor, multi-technology solutions.

Support & maintain equipment – optimize performance and efficiently manage your mobility solutions with cost effective services for new and existing systems.

Enhance operations – provide hosted and value added applications and solutions to enhance productivity and improve vital operations.

Secure networks – assess your networks and provide security programs that protect your critical business assets.

Managed services – deliver tailored and scalable out-tasking and out-sourcing solutions to build, operate and manage the entire lifecycle of your wireless networks.



Better information. Better decisions. Better outcomes.

With the challenges to increase government enterprise mobility, organizations are looking for tools to transform the way people work. Motorola wireless technology enables government to not only meet their business objectives but to also deliver enhanced services to the residents and businesses in their community.

As the leader in wireless communications, Motorola brings wireless mobility to the government enterprise enabling mobile workforce efficiency and cost effective operations over traditional wired networks. Our solutions bring together seamless connectivity, real-time information in the hands of the user to allow you to empower the individual and transform the enterprise.

Seamless connectivity

When and where it is needed. Motorola provides critical wireless networks that deliver advanced voice and data, seamlessly with unsurpassed reliability and availability

Real-time information

Information is a perishable product. It has to be delivered quickly where it is needed, providing real-time collaboration and information sharing.

In the hands of users

Easy to use. Intuitive. Mobile workers need devices that help them to do their job better, faster. We have design centers around the world devoted to developing intuitive, easy to use devices.



Wireless domain expertise paired with enterprise partners

Motorola has strategic alliances with key enterprise partners plus hundreds of developers, integrators and third party application providers to bring operational simplicity and performance to government enterprise. These relationships provide valuable solutions to our customers that leverage industry innovation to maximize worker productivity and enhance community safety.

“Motorola is perhaps the only company on this planet that can do quite literally everything wireless. From RFID to wireless LANs, handsets, and infrastructure, Motorola remains a key player in shaping the very robust world of wireless we enjoy today.”

Craig J. Mathias, Principal, Farpoint Group

Commitment to Green IT

Motorola is active in the Green IT movement. Since 2005, Motorola has reduced its carbon footprint by 20 percent. We provide a wide range of solutions that are environmentally friendly, ranging from lower power consumption to providing virtual network resources such as servers and storage to consolidating network elements to our growing usage of recyclable materials.

Constantly changing enterprise mobility

Motorola enables government agencies to confidently take the next step in enterprise mobility solutions. We help government agencies move beyond the basics to achieve the most reliable and innovative wireless solutions that help to improve the quality of life. These technologies are delivered seamlessly into the hands of the mobile government worker, simply, reliably, and without distracting from the mission.

Continual wireless investment

Motorola continues to invest and partner in technologies that enhance our wireless portfolio and offer government enterprise complete wireless solutions. Over the past five years we have acquired and integrated a robust portfolio of handheld scanners, RFID and data collection devices, broadband public/private and ad-hoc mesh networks, robust network security workforce mobility applications plus wireless IP Ethernet bridging, backhaul and WLAN solutions.

Wireless expertise

In today's world you need a partner who understands what government is all about: the lives and well being of your employees and the citizens they serve. For more than 80 years Motorola has provided wireless communication solutions for government and public safety agencies and we'll be standing by you as you serve communities for years to come.

motorola.com/government



MOTOROLA

Motorola, Inc.
1301 East Algonquin Road
Schaumburg, IL 60196 U.S.A.
800-367-2346

MOTOROLA and the Stylized M Logo are registered in the U.S. Patent and Trademark Office. All other product or service names are the property of their respective owners. All features, functionality and other product specifications are based upon the latest available information and are believed to be accurate; however such product specifications are subject to change without notice or obligation.
© Motorola, Inc. 2009

RC-99-2201